

# Certificate IV in General Insurance

This document is applicable for continuing students who commenced studies from 2016 or are new students.

Every five years, a major review of the competency framework for the Financial Services Training Package is undertaken by an independent Industry and Skills Committee. This is part of a continuous improvement process to keep up to date with the industry's needs and changing circumstances. ANZIIF, like many other education providers, actively participated in identifying skills and knowledge needs in the workforce.

The 2022 Financial Services Training Package (FNS22) came into effect on 12 June 2023 for the FNS41422 Certificate IV in General Insurance. It supersedes the 2020 (FNS20) Training Package which came into effect on 3 November 2021. Continuing and new students need to complete **three (3) compulsory units and nine (9) elective units**. This table outlines the units and if applicable, the credit pathways from previous ANZIIF studies.

	Unit Code and Name	Eligible for credit?
<b>Compulsory Units</b> • complete all 3	<b>GE20013-20 Deliver professional general insurance services</b> <i>(*additional ANZIIF check if you completed <b>GIBF41-15 Business Fundamentals for General Insurance</b>)</i>	
	<b>GE20014-20 Apply workplace communication strategies</b>	
	<b>GE20002-20/GE2N002-20 Understand general insurance products and policies</b> <i>(automatic cross credit if you completed <b>GE20002-15/GE2N022-15/GI403-15 Understand general insurance products and policies</b>)</i>	
<b>Elective Units – Group A</b> • choose 7	<b>GE20003-20 Understand and apply insurance terminology</b> <i>(automatic cross credit if you completed <b>GE20003-15 Understand and apply insurance terminology</b>)</i>	
	<b>CL20001-20 Analyse insurance claims</b> <i>(automatic cross credit if you completed <b>CL20001-15/GI405-15 Analyse insurance claims</b>)</i>	
	<b>GE10001-22/GE1N001-22 Customer advice on insurance products</b> <i>(*additional ANZIIF check if you completed <b>GE10001-20/GE1N001-20/GE10001-15/GE1N021-15/GI401-15 Communicating and discussing options with clients</b>)</i>	
	<b>UW20001-20 Introduction to underwriting</b> <i>(*additional ANZIIF check if you completed <b>UW20001-15/UW2N001-15/GI404-15 Introduction to underwriting</b>)</i>	
	<b>UW20002-20 Understand the core processes of underwriting</b> <i>(*additional ANZIIF check if you completed <b>UW20002-15/UW2N002-15/UW2N022-15 Understand the core processes of underwriting</b>)</i> - or -	
	<b>UW20003-20 Issues of renewal business</b> <i>(*additional ANZIIF check if you completed <b>UW20003-15/UW2N003-15 Issues of renewal business</b>)</i>	
	<b>GE20006-20 Analyse data</b> <i>(*additional ANZIIF check if you completed <b>GE20006-15/GE2N006-15 Manage and interpret financial results</b>)</i>	
	<b>GE10002-20 Serving the Customer</b> <i>(automatic cross credit if you completed <b>GE10002-15/GE1N002-15/GI401-15 Serving the Customer</b>)</i>	
	<b>T2GI-20 Tier 2 General Insurance Compliance - General Advice</b> <i>(automatic cross credit if you completed <b>T2GI-15 Tier 2 General Insurance Compliance - General Advice, or T2GP-15 General Insurance Compliance - General and Personal Advice</b>)</i>	
	<b>T2GP-20 Tier 2 General Insurance Compliance - General and Personal Advice</b> <i>(*additional ANZIIF check if you completed <b>T2GP-15 Tier 2 General Insurance Compliance - General and Personal Advice</b>)</i>	
	<b>BR30014-20 Managing broking client claims</b>	
	<b>** BSBLDR413 Lead effective workplace relationships</b> <i>(automatic cross credit if you completed <b>GIBF41-15 Business Fundamentals</b>)</i>	
	<b>** FNSIAD511 Provide appropriate services, general advice and products to clients</b> <i>(automatic cross credit if you completed <b>GI401-15 Serving the Customer</b>)</i>	
<b>Elective Units – Group B</b> • choose 2	<b>GE30004-20/GE3N004-20 General insurance law and regulation</b> <i>(automatic cross credit if you completed <b>GE30004-15/GE3N024-15/GI402-15/GI406-15/GI407-15 General insurance law and regulation</b>)</i>	
	<b>GE20012-20 Apply codes and standards from ethical practice</b>	
	<b>GE20011-22/GE2N011-22 Resolve disputes</b> <i>(automatic cross credit if you completed <b>GE20011-15/GI401-15 Resolve disputes</b>)</i>	

\* Additional ANZIIF checks will typically comprise of an online Simulation assessment(s). Please contact [customerservice@anziif.com](mailto:customerservice@anziif.com) for your specific requirements.

\*\* Not available for new enrolments. Only applicable for students who completed the FNS15 (-15) versions.